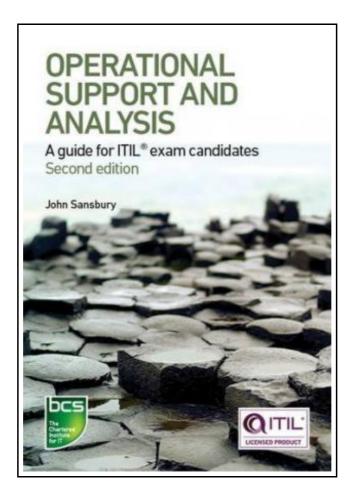
# Operational Support and Analysis: A guide to ITIL exam candidates (Second Edition)



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